



Teleperformance
Transforming Passion into Excellence

PRESS RELEASE

Teleperformance Announces Expansion of Global Footprint to Paramaribo, Surinam



PARIS, March 24, 2015 – Teleperformance, the worldwide leader in outsourced multichannel customer experience management, announced it opened a new offshore facility in Paramaribo, Surinam in March, 2015. Teleperformance’s new multichannel contact center will provide high-quality customer care, customer acquisition, and technical support solutions to Benelux clients in Dutch.

“Teleperformance continues to move forward with strategic global expansions including the opening of our latest facility in Paramaribo, Surinam,” said Paulo César Salles Vasques, CEO, Teleperformance Group. “Latin America is a vital region for our growth and the opening of this coastal location establishes us in yet another country. What makes this unique are the added capabilities this gives our clients who need or will need alternative Dutch language delivery options. It is with great pride that we all welcome our newest members to the Teleperformance family.”

Daniel Julien, Executive Chairman, Teleperformance Group, added: *“Today, the economy is global, so is the production of goods and so the services have to be. Teleperformance, the world leader in customer experience management, shows one more time creativity, depth of resources, and expertise in opening a new geography combining specific language availability, cultural proximity, and cost efficiency. Teleperformance Surinam is a great addition to our operational forces serving the Dutch market.”*

The custom-built, state-of-the-art campus will be located in the heart of Paramaribo. When fully operational, the facility is expected to staff more than 200 people. Teleperformance’s expansion to Surinam boosts its already unmatched worldwide operating footprint which serves the world’s most successful brands in over 160 world markets in 75 languages.

ABOUT TELEPERFORMANCE GROUP

Teleperformance, the worldwide leader in outsourced multichannel customer experience management, serves companies around the world with customer care, technical support, customer acquisition and debt collection programs. In 2014, it reported consolidated revenue of €2,758 million (\$3,665 million, based on €1 = \$1.33).

The Group operates around 135,000 computerized workstations, with more than 182,000 employees across around 270 contact centers in 62 countries and serving more than 160 markets. It manages programs in 75 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. They are included in the following indices: STOXX 600, SBF 120, Next 150, CAC Mid 60 and CAC Support Services.

Symbol: RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP

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